

INFORMATION TECHNOLOGY TERMS CONDITIONS & REGULATIONS



Gaylord National Resort and Convention Center Information Technology Terms, Conditions and Regulations

GENERAL:

- Installation of telephone, telecommunications, network and cabling services within the Gaylord National Resort and Convention Center is exclusive. Telecommunication services (voice and data) are to be ordered by each exhibitor separately and are not to be shared with other exhibitors. Routine audits are preformed to ensure adherence.
- All prices are for rental of services only. Material and equipment furnished by the Gaylord National Resort and Convention Center for telecommunication services shall remain the property of the Gaylord National Resort and Convention Center's unless otherwise specified, and shall be returned to the Gaylord National Resort and Convention Center's Exhibitor Service desk at the close of show. There will be a \$250.00 charge for lost or damaged telephone sets and a \$250.00 charge for lost or damaged network equipment. The Gaylord National Resort and Convention Center is not responsible for lost or damaged equipment while in the exhibitor's possession.
- Under no circumstances shall anyone other than the Gaylord National Resort and Convention Center's Information Technology technicians make any special wiring within the resort property. Only the Gaylord National Resort and Convention Center's Information Technology technicians are authorized to modify system wiring or cabling. Any wiring or cabling damage costs (plus administration fees) will be billed to the exhibiting firm name.
- Delivery of all voice and data transmission lines ordered from an outside vendor will only be allowed to the second floor Data Center. All circuit installs must be coordinated with the Gaylord National Resort and Convention Center's Information Technology group at least 9 weeks in advance of show date.
- All exhibitor telephone and network services will be disconnected on the last day of the event, sixty (60) minutes after the show's official closing time.
- Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, over-head drops and/or special placement of communication services, computer equipment or intranet working cabling. All island booths will require a scaled diagram with orientation. Additional labor and materials will be charged for precise placement of communication services. Additional labor charges will be required for relocating service after installation. The Gaylord National Resort and Convention Center will not be responsible for any cutting or altering of any floor coverings in order to bring voice or data services to a booth.
- Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service and any associated labor. Labor is charged in ½ hour increments (minimum charge is ½ hour). Labor rate is \$100.00/hour (advanced -- scheduled) and \$175.00/hour (standard -- non-scheduled).
- Notification of cancellation must be received in writing a minimum of five (5) days prior to the scheduled opening date. Credit will not be given for connections installed and not used. No credit will be given for service canceled less than forty-eight (48) business hours prior to the scheduled event opening. Disputes concerning services must be filed by the exhibitor with the Exhibitor Services Department prior to the close of show. The Gaylord National Resort and Convention Center will resolve disputes in a timely manner.

NETWORK | INTERNET | WIRELESS:

- The network connections provided by Gaylord National Resort and Convention Center may be used only by the directors, officers and employees of the company; exhibitors, agents and consultants while performing service for the exhibiting company and cannot be resold or distributed to other companies. The services being provided by Gaylord National Resort and Convention Center will facilitate communications between the Gaylord National Resort and Convention Center's authorized users and the entities reachable through the Internet. Users of Gaylord National Resort and Convention Center services shall use reasonable efforts to promote efficient use of the network to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.
- Users of Gaylord National Resort and Convention Center services shall not disrupt any of the Gaylord National Resort and Convention Center network or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of the Gaylord National Resort and Convention Center or other associated networks. Gaylord National Resort and Convention Center services shall not be used to transmit any communication where the meaning of the message, or it's transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.
- Gaylord National Resort and Convention Center reserves the right to troubleshoot with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord National Resort and Convention Center reserves the right to immediately disconnect network connections when activity such as denial of service attacks, port scans, or any other form of network performance degradation activities. After disconnection, isolation and quarantine assistance will be given.
- All devices for which the Gaylord National Resort and Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord National Resort and Convention Center assigned IP address. At no time, while connected to Gaylord National Resort and Convention Center network, will the customer use run their own DHCP server. Physical layer network audits are performed to ensure adherence.
- The Customer must provide the node equipment (personal computer, etc.) properly configured, as well as a standard Ethernet adapter card, rated for 10/100Mbps with an RJ-45 jack. The Customer is responsible for the proper configuration of computing machinery and software for Internet and Ethernet communications.

Wireless Specific (802.11a,b,g): The Gaylord National Resort and Convention Center has deployed an 802.11a/b/g wireless management system in its meeting facility. This management system assists Gaylord National IT representatives with the delivery of flawless high speed internet access. The use of any unsecured wireless access point or any other device that broadcasts open internet access is strictly prohibited. At no time will an exhibitor or customer power up any wireless device not provided by Gaylord National Resort and Convention Center without prior authorization. If you plan on using any 802.11a/b/g wireless device, please contact the Gaylord National IT department at 407-586-0543 and provide your access point SSID and the total number of devices you plan on connecting to your access point. Failure to do so will result in automatic suppression of your access point rendering your wireless devices incapable of communications.

Internet Performance Disclaimer: Gaylord National Resort and Convention Center does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. The Gaylord National Resort and Convention Center is the exclusive supplier of Internet connectivity for all events within the facility. We are equipped with a DS3 (45mbps) dedicated Internet connection to a tier 1 provider, and can provide Internet and networking connectivity to any location on property.

Internet Security Disclaimer: Gaylord National Resort and Convention Center does not provide security, such as but not limited to firewalls, NATing devices, virus protection, etc. for any Internet services we provide. It is the sole responsibility of the exhibitor or customer to provide all necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold Gaylord National Resort and Convention Center; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.



NETWORK & TELECOMMUNICATION SERVICES

Fax or Mail to: Gaylord National Resort & Convention Center
Attn: Telecommunication Department
201 Waterfront Street National Harbor Md. 20745
Office: (301)-965-2502
Fax: (301)-965-2598

Email to: DSemeneh@gaylordhotels.com

ADVANCE PRICE DEADLINE - Date

Event Name: _____ Event Dates: _____

Company Name: _____ Booth Number: _____

Contact Name: _____ Contact Number: _____

Ordering Instructions

1. Fill out this form completely, including the Credit Card Authorization Form, and mail or fax to the above address. Checks and cash are not accepted. All credit card payments should include a copy of the front and back of credit card.
2. **Mail a layout of your booth to Gaylord National Resort and Convention Center Exhibit Services.** Please mark where your connections should be dropped and located. Include booth orientation to the show hall. Charges may apply for changes made after order is processed and changes made within 14 days of show will bear Standard Price
3. **All equipment and services are subject to a 6% sales tax.**

NETWORK & TELECOMMUNICATIONS CONNECTIONS - Rates quoted for voice and data connections cover only the delivery of services to the booth in the most convenient manner. Rates do not include connecting or the routing of cables inside the booth area. All telecommunication services installed will be on the floor in the back of the booth for in-line booths. Telecommunications for island booths will come from the ceiling or floor, in the most convenient manner.

Telephone Usage Rates:

Local

9 + Number (There is no access charge for the first 20 minutes. A \$.10 per minute charge will be billed beginning on the 21st minute.)

Direct Long Distance (Gaylord National Resort's Long Distance Carrier is AT&T)

9 + 1 + Area code + number - Gaylord National Resort long distance calls are billed at AT&T operator assisted day rates plus \$2.25 access charge plus 65% surcharge.

Toll-Free Calls

9 + 1 + Toll number (There is no access charge for toll-free calls (including 800 modems) under 20 minutes. A \$.10 per minute charge will be billed beginning on the 21st minute.)

Credit Cards

To access carrier of choice for calling card calls: For Example: For AT&T: Dial 9 - 1010 - 2880, Wait for instructions.

International

9 + 011 + Country code + City code + number - Gaylord National Resort international calls are billed at AT&T operator assisted day rates plus \$4.50 access charge plus 65% surcharge.

For Operator Assistance, Credit Card or Collect Calls

Dial 9 + 0 and follow the automated instructions. Auto Collect, Operator Assisted and Calling Card calls will be billed through your local serving telephone company, or AT&T, or through IntegreTel, 2540 Fourtune Way, Vista, CA 92083.

Directory Assistance

Local/Long Distance 9 + 411 \$1.00 access fee AT&T Operator 9 + 00 \$1.00 access fee **Applicable taxes will be added. *Rates subject to change.**

The first (20) minutes of all local, 800 number, credit card and third party billed calls are included in the \$10.00 Resort Service fee. **Each additional minute after the first (20) minutes will be billed at a rate of ten (10) cents per minute**

	<u>QTY</u>	<u>Advance Rate</u>	<u>Standard Rate</u>	<u>Total</u>
<u>Wireless Internet Access</u>				
Wireless Internet Access (1st device)	<u>N/A</u>	\$800.00	\$1,100.00	<u> </u>
Additional Wireless Device		\$250.00	\$300.00	<u> </u>
<u>High-Speed Internet – 3Mb/s Access Speed</u>				
High-Speed Internet Access	<u> </u>	\$1,300.00	\$1,500.00	<u> </u>
Additional CAT 5 Connection	<u> </u>	\$300.00	\$350.00	<u> </u>
Additional IP Address (Customer Switch or NAT)	<u> </u>	\$250.00	\$300.00	<u> </u>
Static Public IP Address	<u> </u>	\$350.00	\$400.00	<u> </u>
<u>Dedicated Internet Access – Dedicated Private VLAN</u>				
1.5 Mb/sec	<u> </u>	\$6,000.00	\$7,500.00	<u> </u>
3.0 Mb/sec	<u> </u>	\$9,000.00	\$11,250.00	<u> </u>
6.0 Mb/sec	<u> </u>	\$13,000.00	\$16,250.00	<u> </u>
12 Mb/sec	<u> </u>	\$24,000.00	\$30,000.00	<u> </u>
24 Mb/sec	<u> </u>	\$45,000.00	\$56,250.00	<u> </u>
Additional CAT 5 Connection	<u> </u>	\$300.00	\$350.00	<u> </u>
Public IP Address (1st connection)	<u> </u>	\$50.00	\$75.00	<u> </u>
Each additional address	<u> </u>	\$25.00	\$50.00	<u> </u>
<u>Infrastructure/Network Access</u>				
Cat 3 dry pair	<u> </u>	\$350.00	\$450.00	<u> </u>
Cat5e dry pair	<u> </u>	\$400.00	\$500.00	<u> </u>
Fiber optic cable dry pair	<u> </u>	\$1,000.00	\$1,200.00	<u> </u>
T1 Extension	<u> </u>	\$3,500.00	\$4,500.00	<u> </u>
DS3 Extension	<u> </u>	\$9,000.00	\$12,000.00	<u> </u>
VLAN Setup and Configuration	<u> </u>	\$3,000.00	\$3,500.00	<u> </u>
Additional CAT 5 Connection	<u> </u>	\$300.00	\$350.00	<u> </u>
Gig E Fiber Connection	<u> </u>	\$2,500.00	\$3,150.00	<u> </u>
<u>Telecommunication (Telephone) Services</u>				
Standard DID telephone/fax/modem line	<u> </u>	\$325.00	\$350.00	<u> </u>
House Telephone line	<u> </u>	\$200.00	\$250.00	<u> </u>
ACD Group Configuration	<u> </u>	\$750.00	\$950.00	<u> </u>
ISDN BRI service	<u> </u>	\$700.00	\$850.00	<u> </u>
Lines of Feature (Voicemail/Security, Etc.)	<u> </u>	\$50.00	\$65.00	<u> </u>
Standard Desk Telephone	<u> </u>	\$30.00	\$40.00	<u> </u>
16-Button Digital Telephone/Speaker/Display	<u> </u>	\$250.00	\$350.00	<u> </u>
Poly-Com Conference Telephone	<u> </u>	\$250.00	\$350.00	<u> </u>
<u>Janus Boards/ in Room Advertising</u>				
Exclusive Daily Use (per day)	<u> </u>	\$2,500.00	\$3,150.00	<u> </u>
Exclusive/Dedicated Time (per hour)	<u> </u>	\$900.00	\$1,000.00	<u> </u>
Rolling Commercial/Image	<u> </u>	\$500.00	\$750.00	<u> </u>
In-Room TV - one Channel Business Roll (first day)	<u> </u>	\$1,000.00	\$1,050.00	<u> </u>
Each additional day	<u> </u>	\$850.00	\$1,100.00	<u> </u>
Labor - Troubleshooting / Move / Change	<u> </u>	\$100.00	\$150.00	<u> </u>

Office Use Only
ELO: _____
AUTH: _____

Charges:	\$	<u> </u>
Subtotal:	\$	<u> </u>
6% Tax:	\$	<u> </u>
TOTAL:	\$	<u> </u>